

WILLAMETTE WELLNESS CENTER

GRIEVANCE AND APPEALS POLICY

OAR 309-019-0215

Updated: 9/16/2026

Purpose

To provide a clear, accessible, and responsive process by which clients receiving services at Willamette Wellness Center may file grievances or appeals concerning any aspect of their care, consistent with OAR 309-019-0215 and best practices in behavioral health services.

Scope

This policy applies to all clients receiving services through Willamette Wellness Center, including legal guardians or authorized representatives acting on the client's behalf.

Policy Statement

Willamette Wellness Center is committed to respecting the rights of clients and resolving concerns promptly and fairly. Clients have the right to express complaints or concerns (grievances) and to appeal decisions affecting their services without fear of retaliation or barriers to access.

Definitions

- **Grievance** – An expression of dissatisfaction about any matter other than an action that is subject to an appeal. This may include quality of care, interpersonal relationships, or failure to respect rights.
 - **Appeal** – A request for review of an action, such as a denial, reduction, suspension, or termination of services.
 - **Client** – Any individual currently receiving or seeking services at Willamette Wellness Center.
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Client Rights Under This Policy

Clients have the right to:

- File a grievance or appeal verbally or in writing.
 - Receive assistance in the process upon request.
 - Have their grievance or appeal reviewed promptly.
 - Receive a timely, written response.
 - Be free from retaliation, discrimination, or barriers to future care due to filing a grievance or appeal.
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Procedures

1. Filing a Grievance or Appeal

Clients may file a grievance or appeal through the following methods:

- **In-person** with any staff member
- **Phone:** 503-770-0581
- **Email:** Clinical Director, April Duyn at April.Duyn@wwcpx.com
- **Mail:** 6902 SE Lake Rd. Suite 203, Milwaukie, OR 97267
- **Anonymous:** Grievances may be submitted anonymously, though this may limit our ability to respond directly.

Staff will document verbal or written grievances/appeals using the Grievance & Appeals Form.

Grievances can and may be reported to OHA directly using the link below. When grievances can be addressed and rectified internally with WWC, the organization will not file a grievance with OHA directly. Clients are encouraged to work with WWC directly, however they are able to file through the OHA website using the link below.

<https://www.oregon.gov/oha/HSD/AMH-LC/Pages/Complaints.aspx>

2. Timeframes for Filing

- **Grievances** should ideally be submitted within 60 calendar days of the incident.
- **Appeals** of service decisions must be submitted within 45 calendar days of the notice of action.

3. Resolution Process

Grievances:

- A designated Grievance Coordinator or supervisor will investigate and resolve the issue within **5 business days** whenever possible.
- If additional time is needed, the client will be notified in writing with the reason and a new expected timeline (not to exceed **30 calendar days**).
- A written response will be provided, including findings and actions taken.

Appeals:

- Appeals will be reviewed by a qualified individual not involved in the original decision.
- A decision will be made and provided in writing within **16 business days**.
- The notice will include the reason for the decision and further steps if the client remains dissatisfied.

4. Assistance with Filing

Staff must offer to assist clients in preparing and submitting grievances or appeals. Language assistance or accommodations for disabilities will be provided upon request.

5. Documentation and Confidentiality

All grievance and appeal records will be securely maintained, separate from the clinical record, and reviewed regularly to monitor trends and improve service quality. All information will be handled in accordance with HIPAA and 42 CFR Part 2.

6. Additional Resources and Oversight

Clients may contact the following entities for external assistance or to escalate unresolved issues:

- **Oregon Health Authority (OHA), Health Systems Division – Behavioral Health**
 - **Disability Rights Oregon**
 - **The Client’s Coordinated Care Organization (CCO), if applicable**
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Staff Responsibilities

All staff are responsible for:

- Informing clients of this policy during intake and upon request
 - Reporting all grievances and appeals promptly
 - Cooperating with investigations and resolution efforts
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Review and Monitoring

This policy will be reviewed annually and updated as needed to remain compliant with applicable laws and best practices.

Contact for Questions:

April Duyn, LPC, LMFT, CADC I, Clinical Director

Email: April.Duyn@wwcpdx.com Phone: 503-770-0581